

Annual Report 2008

Kansas City VA Medical Center



A message to employees from the Medical Center Director

2008 was an exceptional year for Kansas City VA Medical Center. The patient-centered focus was reflected in the results of the national aggregate report which ranks VA medical centers on quality, access and satisfaction. In 2008 Kansas City ranked 67th out of 138 medical centers, a noteworthy improvement over 2007's ranking of 79th. The significant improvement was realized from the 2006 ranking of 125th.

As our logo states- "It's a new day at the Kansas City VA". Staff worked hard to achieve goals and realize major accomplishments.



Successful initiatives in 2008 include the very successful Greeter Program, improved communication with the digital screens and patient newsletter, shuttle service from the parking lot, and outstanding reviews from multiple oversight teams to include Joint Commission, IG CAP, GAO, and SOARS. There are many, many highlights as we look back over the year and certainly Secretary Peak's visit was one as he toured and met staff and veterans.

Congratulations to the Kansas City VA Medical Center staff for a very successful year. I am proud to serve together with you, and look forward to another exciting year in 2009.

Kent Hill, Director

FY 2008 Goals

1. Respect and Value each other
(by promoting diversity, excellence, and satisfaction in the workforce)
2. Foster a culture which encourages communication
3. Improve timely and appropriate access to healthcare for all veterans

FY 2008 Kansas City VA Medical Center Annual Report

Medical Center Director
Kent Hill

Chief of Staff (Actings)
Douglas Ambrose, MD
Wessel Meyer, MD

Associate Director
Judy K. McKee

Assoc. Dir. for Patient
Care
Dorothy Torrence, RN

Assistant Director
Kevin Inkley

Editorial Staff

Editor
Glenna Greer
Public Affairs Officer

Design & Layout
Marlys Boughner
Medical Media Illustrator

Editorial Support
Erin Talcott
Recreation Therapist

A new day



From the
Director

Medical Center Pulse

	2006	2007	2008
Veterans Served	40,366	41,383	42,294
Outpatient Visits	394,332	421,696	426,579
Discharges	5,637	6,159	6,731
Women Veterans	3,033	3,049	3,091
OEF/OIF	798	1,219	1,572
OEF/OIF Visits	3,572	6,301	9,485



Exceeded MCCF Goal

Goal: \$18,815,835

Collections: \$20,794,002



Achievements

Home Based Primary Care (HBPC)

KCVAMC implemented the Home-based Primary Care program to provide comprehensive, interdisciplinary, primary care in the homes of veterans with complex medical, social, and behavioral conditions. Veterans enrolled in this program are frail, chronically ill, and routine clinic-based care has been determined to not be effective.

The interdisciplinary staff include a medical director, nurse practitioner, registered nurses, pharmacist, dietitian, social worker, psychologist, therapists (OT and PT), and medical support assistant.

Achievements/ Accomplishments/ Successes



I believe it takes special people to work with patients like my father, and I am thankful to your entire staff for using their special gifts with these special people. There is a difference between people who just do a job and people who really care about what they are doing.

–From a
Daughter of
KCVA Patient

National Aggregate Report

Kansas City VA Medical Center
ranking out of 138 Medical Centers:

FY08 – 67th

FY07 – 79th

FY06 – 125th

Joint Commission ORYX aggregate

Exceptional Score

95%

Team Oversight Visits with Excellent Reviews:

Joint Commission – No Outstanding RIFs

OIG CAP

SOARS

Lab CAP

GAO

Fresh Eyes (Mystery Shopper) –

Very Complimentary with identified Best Practices

FY08 Facility Clinical Scores

Quality Measures

KCVAMC scored 87.2%

compared to national average – 86%

7th nationally in complexity group of 20 like medical centers

Surgical Care Infection Prevention Improvement

All Performance Measures met or exceeded target.

Cancer Screening Measures

87%

(2nd highest in VISN 15)

Established Hospice-Veteran Partnership (HVP)

19 local hospice agencies participate

Greeters

- Greeters
- Spinal Cord Injury Program
- Shuttles
- Paddle Pagers
- Informational Screens
- Facility Maps
- Patient Newsletter

- 4 Full-Time Staff
- Volunteers and Employees



Comments from Patients regarding Greeter Program:

...been coming to this medical center for 25 years and this is the best thing that ever happened

How wonderful to have someone help me find my way around the medical center.



Patient Centered
Environment



In direct response to requests and comments from veteran focus groups and patient satisfaction team, the medical center implemented a comprehensive patient satisfaction improvement plan in 2008. A greeter program is one of the initiatives in the plan. Employees eagerly volunteered an hour a week to greet veterans and visitors at curbside with an offer of assistance, a wheelchair or an escort to their desired location in the medical center.

Outcomes have surpassed the expectations and the goal, affirming this commitment initiative. Positive

feedback was immediate – with expressions of gratitude and appreciation from the veterans, family members, visitors and employees. The veterans loved the patient-centered service of assistance in maneuvering through the system. The employees enjoyed the positive interaction with veterans and the opportunity to identify improvements for the veteran's experience at the medical center. Numerous changes and improvements have been made to medical center services.

Spinal Cord Injury Program



Top photo, left to right: Bryson Casey, and fiancée, Rachel Rearrick, Jeff Carneal, Jill Street, BSW student, Kathy Ricker, Spinal Cord Injury Coordinator, Brian Rollin.

Veterans with spinal cord injury face a variety of challenges and adjustments following their injuries. The Kansas City VA Medical Center provides ongoing support through the Outpatient SCI Clinic, ongoing case management by SCI trained RN and Social Worker, as well as a monthly peer support group and advisory board.





Shuttle Service

Shuttle service is now available to the patients, visitors and employees of the medical center. The offer of a ride from the very far-reaching parking lots is a welcome opportunity.

The service is provided by four shuttles each weekday.

Shelters have been constructed in the parking lots for the shuttle passengers to await their ride.



Comments from Patients, Visitors on Shuttle:

...using new shuttle buses for patients at the center, which is striving to make each new patient feel valued.

*—Kansas City Star
Dec. 20, 2008*

Paddle Pagers:



A sense of frustration and dissatisfaction for veterans coming to the medical center were the long lines in the early morning for Phlebotomy clinic and long lines and waits to see the VFW Service Officers. To address this, and as part of the patient satisfaction improvement plan, paddle pagers were implemented.

The pagers provide a geographic range that allows the veteran significant freedom to visit the coffee shop or other areas of the medical center. Additional pagers are planned for clinics and for families waiting in the surgical suites.

Informational Screens

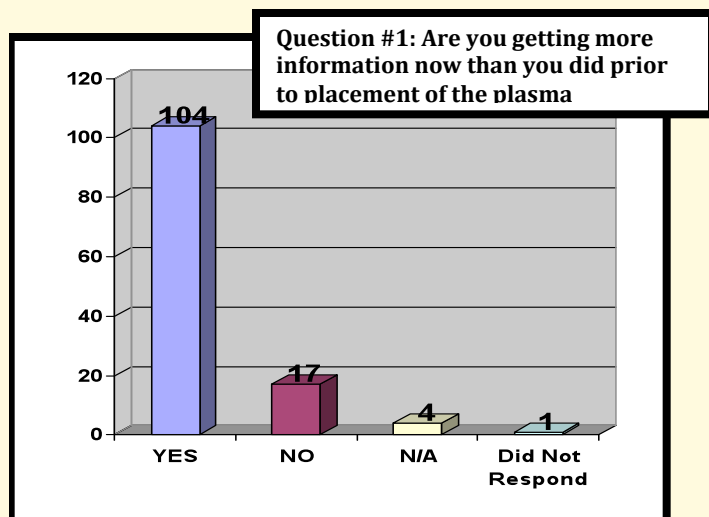


In 2008, 15 – 42-inch flat-panel digital screens were placed throughout the Kansas City VA Medical Center. The screens are strategically located in the elevator lobbies and the main primary care clinic waiting area.

Initially the target audience was medical center employees – with a goal of improving the timeliness and effectiveness of communication. As the project moved forward, key patient information was added to the content.

Screen content is actually two components: core (placed on all screens) and location specific ((i.e., patient care areas will have more information directed at patients and staff in that area).

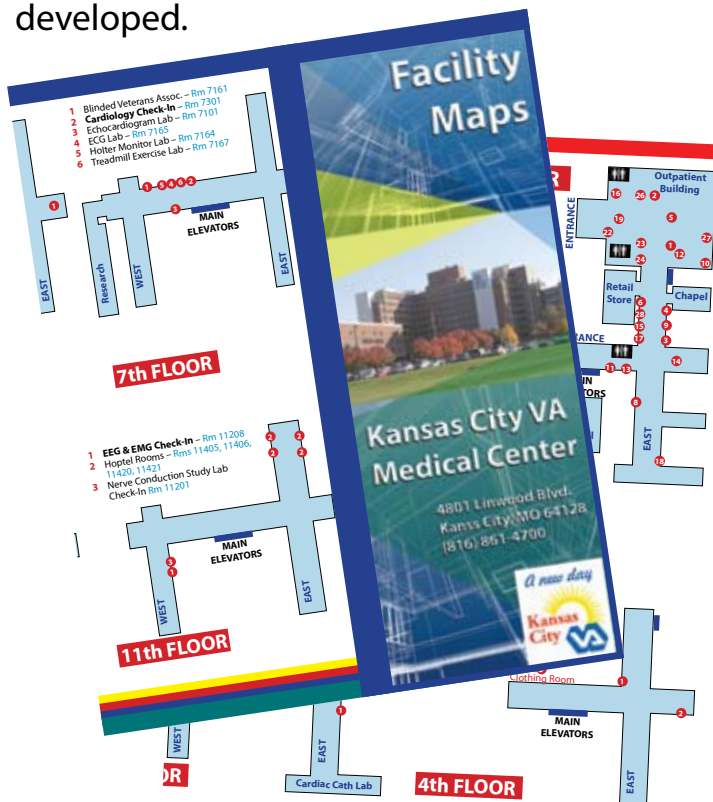
Feedback has been very positive. Compliments and praises continue on a routine basis. Employees express appreciation for the recognition and timely information. The project was cited as a best practice by SOARS during their visit in April; after returning to their individual facilities, several SOARS team members requested information on the deployment of the screens. External interest includes the Hallmark Corporation who requested a site visit to see the digital screens; the AV Specialist and Public Affairs Officer were invited to speak at a national digital signage conference to discuss the medical center's program; and an employee with the Department of the Navy is requesting information on how the content is managed. The requests to have information (or recognition) placed on the screens continues to increase.



A short survey was conducted in July 2008 to determine the employees' perception of the effectiveness of the communication. Overall the response was very favorable with the employees praising this form of communication.

Facility Maps

In an effort to improve way-finding for patients and visitors, a facility map was developed.



Patient Satisfaction Survey



Our Patient's Feedback Patient Satisfaction Survey Results SHEP 2008

Outpatient

<u>Great Job!</u>	KCVAMC	VISN 15	National
Visit Coordination	88.1	87.6	85.2
Courtesy	92.9	95.1	95.3
<u>Opportunities</u>	KCVAMC	VISN 15	National
Specialist Care	75	79.3	82.1
Education and Information	71.4	72.4	72.8

Inpatient

<u>Great Job!</u>	KCVAMC	VISN 15	National
Access	85.8	81.8	81.4
Courtesy	91.1	89.2	90.5
<u>Opportunities</u>	KCVAMC	VISN 15	National
Education and Information	66.1	66.7	68.76
Transition	69.0	68.2	71.04

Patient Newsletter

Quarterly newsletter developed and initiated by the Communications Team.

Primary Care patient comment:

I have been coming here off and on for 30 years, and there has been vast improvement. My longest wait in the last year has been 20 minutes.



February is National Heart Month

Cardiology Teams



and reduce your risks for heart attack.

Know what your blood pressure reading is, and make sure it is in the normal range. Uncontrolled blood pressure can lead to damage that can cause a heart attack.

Get active! Lower your risks through regular physical activity. Manage stress to help reduce your risk as well.

Know the signs and symptoms of a heart attack and seek immediate medical attention if you have symptoms. Putting off seeing a doctor can mean that permanent damage is done to the heart during the heart attack.



National Salute to Hospitalized Veterans

The National Salute to Hospitalized Veterans is a program that pays tribute and expresses appreciation to hospitalized veterans; increases community awareness of the role of the VA medical center; encourages citizens to visit hospitalized veterans and to become involved as volunteers.

The week of February 8-14 each year is your opportunity to say thank you to a special group of men and women, more than 98,000 veterans of the U.S. armed services who are cared for every day in Department of Veterans Affairs (VA) medical centers, outpatient clinics, domiciliaries, and nursing homes.

During the National Salute, VA invites individuals, veterans groups, military personnel, civic organizations, businesses, schools, local media, celebrities and sports stars to participate in a variety of activities at the VA medical centers. The activities and events include special ward visits and valentine distributions.

VA Voluntary Service Office at Extension 52025.

at the main medical center entrance.



Important Numbers

National Suicide Prevention Lifeline:

1-800-273-TALK (8255)

Crisis Prevention Hotline:

1-888-899-9377

Health Care Eligibility

Information:

1-877-222-8387

(816) 922-2498

We Have Moved

MCCF (Billing and Accounts Receivable), Coding, and Fee Basis offices have relocated from the KCVAMC, Linwood location, to the GSA Complex on Bannister Road. Hours of operation are 8 a.m. to 4:30 p.m.

Veterans needing to contact the MCCF offices for billing inquiries may call 1-866-393-4074, toll free.

The Release of Information "Walk-in" office is located on the first floor (Room A119) at the KCVAMC, across from Outpatient Pharmacy. Mon-Fri 8:30 a.m.-3:00 p.m.

National POW Convention

National Prisoners of War convention was held in Kansas City in 2008. The KCVAMC staff provided support to the convention with a First Aid Station, Health Fair, and transportation to local sites.



- POW Convention
- Welcome Home
- New Enrollee Orientation
- Community Town Halls
- Holiday Gift Bags
- Veterans Serving Veterans
- OEF/OIF Case Management
- CBOCs

Welcome Home

A poster for a 'Welcome Home' event for Iraq and Afghanistan veterans. It features a soldier in camouflage saluting in the foreground. In the background, there's a cityscape with a large American flag and a yellow ribbon. Text on the poster includes the event title, date, time, location, and a list of activities.

Welcome Home
Iraq/Afghanistan Veterans

Kansas City
VA Medical Center
September 25
4-6 p.m.

- Keynote Speaker Brig. Gen. Craig McCord
- Fun, music, food, games, informational booths, and displays
- If you have questions, please contact the OEF/OIF Program Office at (816) 922-2033

September 25 the KCVAMC welcomed home Iraq, Afghanistan, and other modern warfare veterans with a celebration including informational booths, enrollment opportunities, giveaways, food, and fun.

New Enrollee Orientation

Do you need help navigating through
the medical center services?

**Are you a newly enrolled Veteran
and can't find your way around?**

Here's the answer...

Veterans Orientation to KCVA

June 12th and June 26th

6:00 p.m. in the KCVA Recreation Hall

Community Town Halls

- Excelsior Springs, MO
- Johnson County, KS

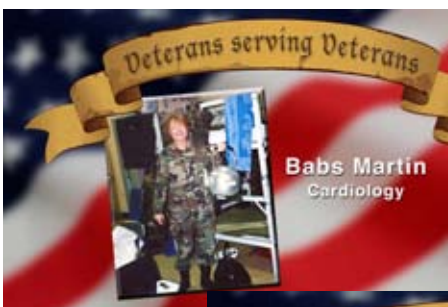
Holiday Gift Bags

- presented to all inpatients
- donated by employees



Veterans Serving Veterans

During the week of Veterans Day, the medical center staff who are veterans were honored with a presentation on the digital screens. The presentation entitled "Veterans serving Veterans" displayed current photos of the employee as well as a military photo. The presentation was very well received, and plans are in place for a continuous running display in the main entrance lobby.



OEF/OIF Case Management Program



Claude Guidry, LMSW
Program Manager



Teri Blackwelder, RN, BSN
Nurse Case Manager



Shari Grewe,
Transition Patient Advocate

Providing intensive case management and linkage to care!

	2006	2007	2008
OEF/OIF	798	1,219	1,572
OEF/OIF Visits	3,572	6,301	9,485

Quarterly Focus Groups with OEF/OIF veterans, programs managers, and medical center leadership

Community Based Outpatient Clinics (CBOCs)

Community Based Clinics

Belton, MO
Opened August 1999
• Outpatient Visits
▪ FY06 – 3,053
▪ FY07 – 2,410
▪ FY08 – 2,863

Nevada, MO
Opened October 2000
• Outpatient Visits
▪ FY06 = 4,177
▪ FY07 = 3,599
▪ FY08 = 6,536

Warrensburg, MO
Opened July 2002
• Outpatient Visits
▪ FY06 = 5,232
▪ FY07 = 4,133
▪ FY08 = 5,452

Paola, KS
Opened August 2000
• Outpatient Visits
▪ FY06 = 2,834
▪ FY07 = 2,153
▪ FY08 = 3,076

Cameron, MO
Opened September 2002
• Outpatient Visits
▪ FY06 = 3,056
▪ FY07 = 2,219
▪ FY08 = 2835

Planned CBOCs:

- Excelsior Springs, MO (FY09)
- Trenton, MO (FY09)
- Johnson County, KS (FY10)

Employees of the Month



January
Lynn Twaddle



February
Shari Grewe



March
Jean Richards



April
James Ross



May
Michael Fuemmeler



June
Tina Clay



June
Jessica Flanary



July
Patricia Richardson



August
Nicolette Williams



September
Lisa Keller



October
Letitia Purdie



November
Manuel Gordon



December
Kathy Ricker



Employee of the Year
Manuel Gordon, RN



Hands & Heart Award
Anne McDonald, RN



Distinguished Woman of the Year
Dr. Maritza Buenaver

Staff

Employee Initiatives

- Implemented CREW – 3 teams charged
- School at Work
- Health Unit Coordinator training
- Career Development courses
- Increased number of career ladder positions
- Literacy classes
- Spanish language class
- Wellness programs
 - Fitness Center
 - Farmers’ Market

New Staff

HR Manager Pat Shea
 Chief, Facilities Service George Hazel
 Chief, Surgical Service Dr. Jeffrey Reese
 Orthopedic Surgeon..... Dr. Brian Duncan
 Neurosurgeons Dr. James Wolter
 Dr. Chris Meredith
 Rehab Medicine..... Dr. Robert McAnelly
 Dr. James Morgan
 Wound Care Physician..... Dr. Michael Wilkins
 Hospitalists..... Dr. Micah Pescetto
 Dr. Bharata Lankachandra
 Dr. Srinivas Koya
 Cardiologist..... Dr. Richard Ciniglio
 Dermatology Dr. Beatriz Coquilla Canete
 Voluntary Service Melissa Jacobson
 Psychiatry Dr. Jay Banister
 Dr. Irina Puscariu
 Radiology Dr. Gloria Fernandez

Employee Satisfaction

Scored on Leiker Scale: 1 - 5

Category	FY08	FY07	FY06
Work Type	4.12	4.09	3.99
Work Amount	3.64	3.53	3.47
Pay Satisfaction	3.27	3.13	3.07
Coworker	3.93	3.84	3.82
Supervision	3.70	3.49	3.47
Senior Management	3.30	3.07	2.89
Promotion Opportunity	2.84	2.61	2.54
Work Condition	3.40	3.25	3.11
Customer Satisfaction	3.94	3.86	3.80
Praise	3.26	2.99	2.96
Work Quality	4.42	4.39	4.37
Satisfaction	3.80	3.67	3.60
Satisfaction-2yrs	3.16	3.07	2.90
Cooperation	3.54	3.41	3.25
Conflict Resolution	3.33	3.13	3.03
Diversity Acceptance	3.73	3.59	3.48
Supervisory Support	3.61	3.40	3.43
Customer Service	3.70	3.60	3.47
Resources	3.82	3.69	3.54
Safety Climate	3.70	3.63	3.47
Leadership	3.48	3.27	3.12
Rewards	3.46	3.24	3.15
Employee Development	3.54	3.32	3.21
Work/Family Balance	3.80	3.72	3.68
Planning/Evaluation	3.68	3.49	3.29
Job Control	3.14	2.97	3.00
Demands	3.67	3.69	3.40
Retention	3.47	3.35	3.34
Engagement	3.68	3.52	3.46
Psychological Safety	3.26	3.14	3.09
Civility	3.61	3.47	3.37

Over 400 dedicated volunteers logged 45,000 hours of service to our veterans.

From an Optometry Resident:

Thank you for such a wonderful educational experience here at the VA. The clinics here at the KCVA all run so smoothly and work so well together. The education and guidance the staff provides is outstanding. I cannot imagine my optometry career without this experience.

Anita's Garden

On July 22, 2008, a memorial garden was dedicated to Dr. Anita Dixon, our beloved former Chief of Staff. Located at the main entrance of the medical center, the garden and fountain is a wonderful tribute to an individual whose drive and energy was completely focused on the continuous improvement in the quality of care to our veterans. Dr. Dixon was a "master gardener," so the garden is a befitting memorial.



Secretary Peake's Visit

James D. Peake, M.D., Secretary of Veterans Affairs, visited KCVAMC September 20, 2008. Secretary Peake complimented the cleanliness of the medical center.



Kansas City VA Medical Center

4801 Linwood Boulevard

Kansas City, MO 64128

(816) 861-4700

A new day

